

## Frequently Asked Questions

### Changes to the Retail Pharmacy Network

Over the next several months, Healthfirst will change its retail pharmacy network for the Healthfirst plans listed below.

We understand how these changes could impact your patients as well as your office staff, which is why we want to give you the information you need regarding this transition.

Healthfirst Plan	Effective Date
<b>Healthfirst Leaf and Leaf Premier Plans</b>	10/1/2016
<b>Healthfirst Essential Plan</b>	10/1/2016
<b>Healthfirst Medicaid and Child Health Plus</b>	11/1/2016

*Note: Healthfirst Medicare HMO plans are NOT included in this change. The Healthfirst Personal Wellness Plan will be excluded from this implementation until mid-2017.*

# Frequently Asked Questions

To minimize disruption to you, your staff, and your patients, Healthfirst has taken the following actions:

- We have sent letters detailing these changes to the members whom will likely be affected. Each letter includes a list of the three pharmacies in closest proximity to the member's residence
- We have developed a provider communication strategy that includes:
  - A targeted mailing to prescribers which contains a listing of their patients who have filled prescriptions at pharmacies that will no longer be in the Healthfirst network
  - An updated, full pharmacy directory, online at [www.HFDocFinder.org](http://www.HFDocFinder.org)
  - Additional support for members who are confused about this change or require additional assistance; these members can be directed to call the Healthfirst number on the back of their member ID card
- Administration of a transition-fill process that will allow patients to fill their medications one more time (up to a 30-day supply) within 90 days of the effective date

## 1. How is Healthfirst's pharmacy network changing?

Although most pharmacies are still available to serve Healthfirst members, some pharmacies in the current Healthfirst Pharmacy Network will be out-of-network. (See page 1 for effective dates).

It's possible that a patient's current pharmacy may be out-of-network. If this is the case, it's important to let them know that they must switch to a participating network pharmacy in order to ensure their prescriptions are covered.

If they need help to get a prescription from a pharmacy that is not in our network, please have them call the Member Services phone number on their ID card.

## 2. Why is Healthfirst changing the pharmacy network?

The new pharmacy network satisfies the needs of our Leaf and Leaf Premier plans, our Essential Plans, and our Medicaid and Child Health Plus plans. By aligning our pharmacy network across these plans, we're removing the potential for disruption when members move to and from these plans.

## 3. What are my next steps?

Please make sure your patients use a pharmacy that is in Healthfirst's robust network.

1. Have your patients visit our online directory at [www.HFDocFinder.org](http://www.HFDocFinder.org) or call Healthfirst Member Services to check the status of their preferred network pharmacy.
2. If their pharmacy is no longer listed in our online directory, they'll need to select a new preferred pharmacy from any of the other in-network options available.

## 4. How can Healthfirst members find a list of pharmacies in the new network?

Finding a new participating pharmacy is easy—your patients can visit our online directory at [www.HFDocFinder.org](http://www.HFDocFinder.org), walk into a Healthfirst Help Center in their neighborhood, or call Healthfirst Member Services and ask a representative for assistance.

## 5. How can patients have their prescriptions transferred from their current pharmacy to one that participates in the new network?

Moving their current prescriptions is easy. They can use one of these options:

- Simply call Healthfirst Member Services and select the prompt for Pharmacy. A representative will make sure their refills are moved to a network pharmacy of their choice.
- They can also take their medicine bottle (which has the information needed to move their prescription) into the new drug store and tell them they'd like their medications moved to that pharmacy. **Please note that controlled substances and new prescriptions are prohibited from transferring.**